



STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL
DARRELL V. MCGRAW, JR.
CONSUMER PROTECTION DIVISION
1-800-368-8808 or 304-558-8986

Press Release

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**ATTORNEY GENERAL DARRELL V. MCGRAW, JR.
SETTLES WITH A WEST VIRGINIA BUSINESS,
CARL CROWDER'S OUTLET AUCTION, AND
ITS OWNER, MARVIN CARL CROWDER, JR.**

Attorney General Darrell McGraw announced that his office reached a settlement with West Virginia resident Marvin Carl Crowder, Jr., and Carl Crowder's Outlet Auction, a live auction located in Charleston, West Virginia. Under the terms of the settlement, approximately 200 consumers will receive a refund. The settlement also requires Crowder to provide a refund to any consumer who files a complaint with the Attorney General's Office against him or his auction by April 7, 2005.

The Consumer Protection Division began investigating Marvin Carl Crowder, Jr., and Carl Crowder's Outlet Auction when it received several consumer complaints regarding Mr. Crowder's failure to provide goods paid for by eBay consumers. When consumers paid Mr. Crowder the price of their winning bid plus shipping costs, he failed to send the items. On several other occasions, he sent items to eBay consumers that were inferior to items advertised. The Attorney General's Office learned that Mr. Crowder had 34 user accounts suspended by eBay for unfair trading practices. A lawsuit was filed in the Circuit Court of Kanawha County on January 13, 2005. Settlement negotiations commenced the following day.

Mr. Crowder will pay \$12,437.30 in consumer restitution and \$3,500 to the State of West Virginia as a civil penalty. The order also bars him from using eBay or any other internet trading site for five years.

If you have any questions about this matter or want to report a problem with receiving the proper merchandise from Marvin Carl Crowder, Jr., or Carl Crowder's Outlet Auction, please call Attorney General Darrell McGraw's Consumer Hotline at 1-800-368-8808 or 304-558-8986.

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